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The Exchange Newsletter

Institute for Public Service (IPS)

11-2008

Exchange November 2008

Institute for Public Service

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Recommended Citation

Institute for Public Service, "Exchange November 2008" (2008). *The Exchange Newsletter*.
https://trace.tennessee.edu/utk_exchange/13

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Dr. John Petersen paid a visit to IPS employees at the annual conference.

UT Public Service Has \$1 Billion Impact on State Economy

University of Tennessee President John Petersen praised the UT Institute for Public Service (IPS) for accomplishing more than \$1 billion in economic impact in Tennessee in fiscal year 2008.

The accomplishment was announced to IPS staff Oct. 1 at the 2008 IPS Annual Conference.

"Three goals of the university are research, outreach and economic development, and each of these goals
(continued on page 3)

Consultants Work with New Council to Promote Natural Renewable Resources

UT consultants and several city mayors have come together to form the Tennessee Renewable Energy and Economic Development Council, a non-profit organization that promotes renewable energy opportunities for rural economic development in Tennessee.

Several consultants from UT Institute for Public Service (IPS) agencies were helpful in organizing the council. Warren Nevad, municipal management consultant with the UT Municipal Technical Advisory Service (MTAS), helped the council develop its bylaws. Ron Woody and Ben Rodgers at the UT County Technical Assistance Service (CTAS) and Beth Phillips of IPS have also supported the council's development.

The council represents local governments, farmers, energy and service providers, businesses, resource agencies and universities and aims to aggressively develop Tennessee's abundant natural renewable resources. Goals of the council are to spur sustainable economic development, address environmental concerns, diversify the state's energy supply and provide long-term energy security to Tennessee. The council also will seek and distribute public and private funding for renewable energy programs and help communities recruit and develop renewable energy producers.

Interest in forming the council originated in June 2007 following the Governor's Conference on Biofuels. Pikeville Mayor Greg Johnson, McBee/Bailey & Associates President Emanuel Bailey, Nevad and several mayors set out to create a coalition of mayors to help industrialize cellulosic ethanol production in Tennessee.

The council was chartered by the state of Tennessee Aug. 21, 2008, and met in September. Council officers are Johnson, president; Gainesboro Mayor John Fox, vice president; Graysville Mayor Andy Beene, second vice president; and Crossville Mayor J.H. Graham, secretary.

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IPS Employees and Partners Raise \$6,000 for Internship

Prior to the opening of the 2008 IPS Annual Conference in Chattanooga, IPS employees and their customers and partners in public service participated in golf and putt-putt tournaments to raise money for the Paula Muscatello, Bill Rodgers Local Government Internship Endowment.

The endowment will support students studying public administration, finance, communications or other fields and having an interest in a career in local government.

The 2008 tournaments netted more than \$6,000 for the internship endowment. Sponsors for the golf tournament were the Tennessee County Services Association, Tennessee Municipal League Bond Fund and employees of the UT County Technical Assistance Service (CTAS).

The golf tournament featured 49 players, while 32 IPS employees participated in the putt-putt tournament.

Earnings from the endowment will fund an internship for a graduate student for the summer to work on a project that promotes collaboration between city and county governments in Tennessee. Projects will initially focus on opportunities for collaboration in the Upper Cumberland region. ■



Jon Walden of CTAS tees off at the Muscatello/Rodgers Memorial Golf Tournament.

Council Promotes Natural Renewable Resources

(continued from page 1)

Johnson has praised state officials, UT, Oak Ridge National Laboratory (ORNL) and the Tennessee Valley Authority (TVA) for proactively helping communities reach energy self-sufficiency, particularly in transportation fuel and electricity.

"These critical public service providers need support from local community leaders such as city and county mayors, private businesses and civic organizations. With local support, they can help meet our country's goal of producing more cellulosic ethanol, biodiesel and wind and solar energy," Johnson said.

Johnson said the council would promote the efforts of the city of Pikeville and other communities to bring more income to area farmers via UT's switchgrass initiative. "Every community can benefit with the development of cellulosic ethanol by growing the switchgrass, pre-treating the feedstock, producing the fuel, storing the fuel or distributing the fuels," Johnson said. "This council will help coordinate renewable energy issues and logistics among our local governments and attract private investment."

There was a good turnout at the council's September meeting, including representatives from the Upper Cumberland Development District, Tennessee Municipal League Bond Fund, Rockwood Economic Development Council and the city of Harriman.

Attendees heard from Biodiesel Logic, which has established biodiesel recycling programs in Hoover and Gadsden, Ala. The cities make their own biodiesel by collecting used cooking oil from various collection sites and mixing the oil with methanol and lye to produce biodiesel and a glycerin co-product. MTAS is scheduling a tour for Tennessee city officials to observe the recycling operations in Hoover.

The East Tennessee Clean Fuels Coalition shared information about Nu-Energie, which recently opened a 5-million-gallons-per-year biodiesel plant in Surgoinsville. Cities interested in using biodiesel for vehicle fleets may tour the Nu-Energie plant to learn of its capabilities.

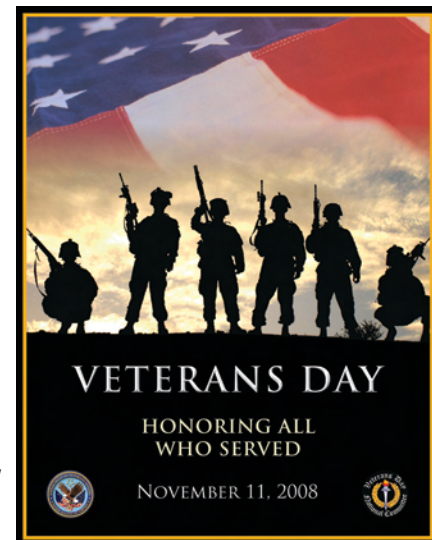
The work of the council will be carried out by a network of regional caucuses and an advisory board. The caucuses will be established as membership develops and will cluster cities, counties, communities and resources together.

The advisory board will include mayors, caucus representatives, and representatives from UT, TVA, ORNL, the governor's office, and state departments such as Agriculture, Transportation and Economic and Community Development. Local development districts, power distributors, public power associations, and clean fuels associations also will be represented on the board, which will be chaired by UT President Emeritus Joe Johnson. ■

Honoring All Who Served

In celebration of Veteran's Day on Nov. 11, we want to honor employees who are veterans of the United States military: Steve Austin, CTAS; Doug Bodary, CTAS; John Chlarson, MTAS; Don Darden, MTAS; Ron Darden, MTAS; Robert Geiger, LEIC; Thaddeus Grace, IPS CO; David Hall, CIS; Jim Hart, CTAS; Sid Hemsley, MTAS; Al Major, MTAS; Frank McKee, CTAS; Dan Miller, CIS; Romeo Morrissey, LEIC; Ronnie Neill, MTAS; Bill Nusbaum, CIS; Gary Petree, MTAS; Deidra Phillips, LEIC; Earl Pomeroy, CIS; Bob Schettler, CTAS; Mike Simmons, CIS; Jim Slizewski, CIS; Mike Stooksberry, CTAS; Russell Toone, CIS; and Johnny Winstead, CIS.

Family members (spouses and children) who have served or are currently serving include Gregory Darden, son of Don Darden, MTAS; Keith Fly, son-in-law of Beverly Erwin, CIS; Gary Gage, husband of Tammy Gage, CIS; Wes Groves and Robert Groves, sons of Keith Groves, CIS; Joshua Holley, husband of Sarah Holley, MTAS; Jack Jinks, husband of Mary Jinks, IPS CO; Tom Peters, husband of Pam Peters, CTAS; Ben Slizewski, son of Jim Slizewski, CIS; Eric Stooksberry, son of Mike Stooksberry, CTAS; Bob Vesser and James Vesser, husband and stepson of Marie Vesser, IPS CO; and Matthew Winstead, son of Johnny Winstead, CIS. ■



UT Public Service Has \$1 Billion Impact

(continued from page 1)

is met every day by our people in public service," he said. "Through their work, the university is engaged in communities from northeast Tennessee to Memphis. Technology we develop on the campuses and at research centers reaches the rural areas of the state because of IPS."

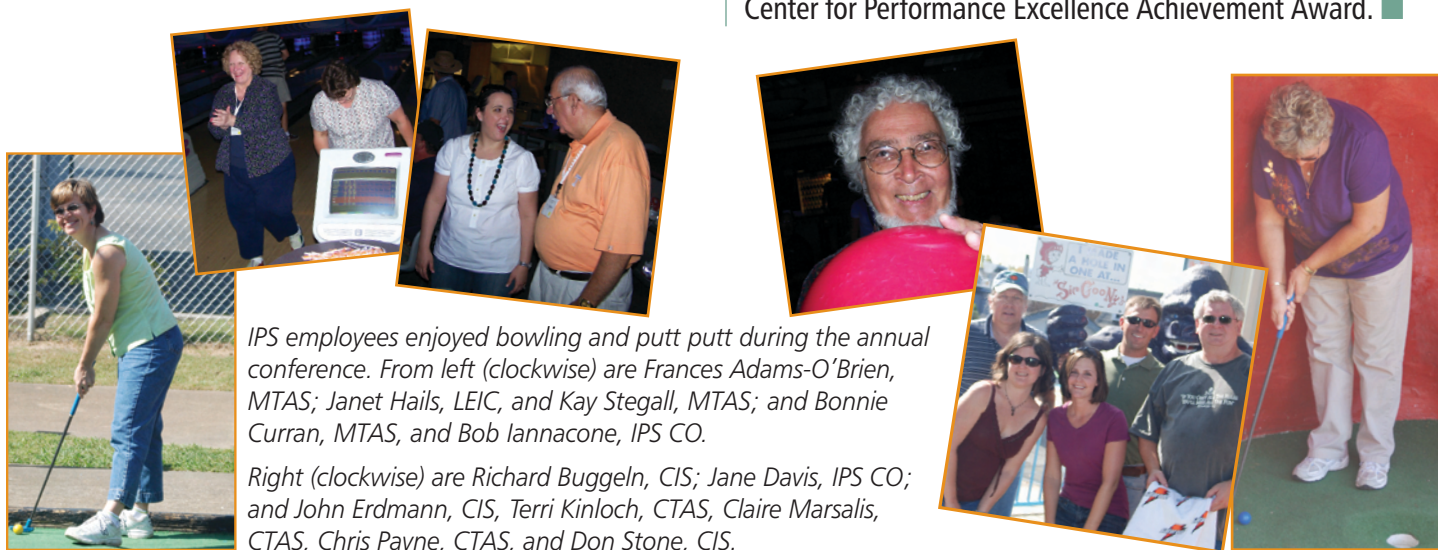
About four years ago, the institute's Center for Industrial Services (CIS) set a goal to provide assistance to Tennessee's manufacturers that resulted in \$800 million of economic impact in a single year.

That objective was incorporated with goals for other IPS organizations and was included in the university's overall strategic plan. The university set a goal to provide \$1 billion of economic impact to the state by 2010, so 80 percent of that goal relied on CIS.

"That's a pretty hefty goal for an organization of less than 50 people (at CIS), particularly when we were trending about \$200 million of annual impact at the time the goal was set," said Mary Jinks, UT vice president of public service.

"CIS met that 2010 objective of helping Tennessee firms achieve \$800 million of economic impact, but the agency didn't wait until 2010 to do it. In fact, CIS didn't wait until 2008 to do it," Jinks said. "For each of the past two years, CIS staff and resources helped Tennessee companies achieve documented savings and increased sales totaling more than \$800 million. The results are not university projections or estimations, but are reported by the industries, individuals, government entities and businesses that IPS assists."

Jinks noted during the past two years, CIS became UT's only ISO-certified organization and received the Tennessee Center for Performance Excellence Achievement Award. ■



IPS employees enjoyed bowling and putt putt during the annual conference. From left (clockwise) are Frances Adams-O'Brien, MTAS; Janet Hails, LEIC, and Kay Stegall, MTAS; and Bonnie Curran, MTAS, and Bob Iannacone, IPS CO.

Right (clockwise) are Richard Buggeln, CIS; Jane Davis, IPS CO; and John Erdmann, CIS, Terri Kinloch, CTAS, Claire Marsalis, CTAS, Chris Payne, CTAS, and Don Stone, CIS.



Ron Darden



John Chlarson



Mike Stooksberry

MTAS, CTAS Study to Lead to Cost Savings for Lawrenceburg

A consulting team made up of MTAS Municipal Management Consultant Ron Darden, MTAS Engineering Consultant John Chlarson and CTAS Consultant Mike Stooksberry recently completed a solid waste study for the city of Lawrenceburg. The study reviewed the current operation of the city's solid waste system and recommended revisions in the solid waste billing system, revisions in commercial and residential garbage routing, and the use of fully automated equipment, including the replacement of disposal containers. The teams' recommendations, when fully implemented, will result in significant savings for Lawrenceburg's solid waste program. ■

IPS Awards '09 Scholarship to Ashton Doane

UT Knoxville freshman Ashton E. Doane was awarded the 2009 Mary and Jack Jinks Institute for Public Service (IPS) Scholarship at the 2008 IPS Annual Conference.

She is the daughter of David Doane, an energy consultant with IPS' County Technical Assistance Service (CTAS) and Center for Industrial Services (CIS) agencies. She is majoring in speech pathology.

Doane is from Powell and has been involved in many local charities. She created, organized and developed the Knoxville Princess Party, a father-daughter dance to raise money for East Tennessee Children's Hospital. She served as editor on the annual staff at Powell High School and was a member of the Powell High Singers. Her experience as a singer and a stint at Vanderbilt Hospital for nodules on her vocal chords is where she discovered a passion for voice therapy and an interest in becoming a speech pathologist.

Named for UT Vice President of Public Service Mary Jinks and her husband Jack, the award is an academic scholarship for a child or grandchild of an IPS employee or retiree. Eligible participants may attend any UT campus. Successful Jinks Scholars demonstrate a record of community service, volunteer action, leadership activity or organizational participation and also show an interest in pursuing a career in public service. ■

Employees Reminded of Pre-Paid, Confidential Assistance Service

The Employee Assistance Program (EAP) is a voluntary, pre-paid and confidential program that provides problem identification, counseling and referral services for state employees and their families.

A person may see an EAP counselor for up to six visits per problem episode. Counselors are experienced in providing support for many needs including stress, family or parenting issues, alcohol or drug dependencies, marital or relationship issues, adjusting to change, self-improvement, child and elder care, grief and work/life balance. In addition, they can provide resources for legal and financial consultation (one session).

The easiest way to access the program is by calling (800) 308-4934 or by accessing the Web site at www.magellanhealth.com. A variety of online tools, resources and information is available. Whether looking for information on health and wellness topics or seeking personalized assistance, this program can help employees.

Additional services are available to supervisors dealing with problems in the workplace, providing resources to employees and dealing with performance and personnel issues.

For additional information, contact Judie Martin, (865) 947-1535 or judie.martin@tennessee.edu. ■



Mary and Jack Jinks presented the 2009 scholarship to Ashton Doane.



Jon Walden



Lisa Shipley



Chuck Shoopman

Three Employees to Serve on Non-Profit Technology Committee

Jon Walden, County Technical Assistance Service; Lisa Shipley, Municipal Technical Advisory Service; and Chuck Shoopman, Institute for Public Service Central Office, have been named to the steering committee of the non-profit organization Connected Tennessee.

They will help carry out the organization's mission to devise and employ effective strategies for technology deployment, use and literacy in Tennessee.

Connected Tennessee partners with community leaders, telecommunications and information technology providers, public agencies and universities to decrease technology expansion costs and increase the ease of doing business. ■

UT Aims to Promptly Process Public Records Requests

The University of Tennessee is committed to principles of open and participatory government. Accordingly, the university has formulated guidelines designed to uniformly facilitate reasonably prompt and efficient responses to requests for public records under the Tennessee Public Records Act. A public record is broadly defined as a record made or received pursuant to law or in connection with the transaction of official business of the university, regardless of physical form and specifically including electronic records.

IPS employees should refer all requests to view or to copy university records to Queena Jones in the IPS Central Office. She will analyze the records request and work with the appropriate records custodians to promptly and efficiently respond to the request.

Consistent with the university's guidelines, Human Resources will continue to respond to requests for personnel files, and the Purchasing Office will continue to respond to requests made by bidders or prospective bidders. ■

MTAS Honors 2008 Award Recipients at Staff Dinner

Several Municipal Technical Advisory Service (MTAS) employees were honored recently at an agency dinner. Ray Crouch Sr., Randy Gustafson, Sarah Holley and Elaine Morrissey each received a plaque for their outstanding service.

2008 HOBDAWAY AWARD



Ray Crouch

MTAS honored Ray Crouch for innovation and excellence in consulting and for providing in-depth and lasting impact on fire service and safety in Tennessee cities. He also was recognized for his work to establish the Tennessee Fire Service and Codes Enforcement Academy.

2008 TRAILBLAZER AWARD



Randy Gustafson

MTAS honored Randy Gustafson for developing the MTAS research program by developing new financial databases, working with and assisting consultants with research questions and developing positive relationships with other research units within UT and state agencies.

CUSTOMER SERVICE AWARDS



Elaine Morrissey

MTAS honored Elaine Morrissey for consistently going above and beyond what is required as the first point of contact for MTAS, for taking on additional administrative duties and for being positive and professional at all times.



Sarah Holley

Sarah Holley demonstrates impressive professionalism, a willingness to lead on many of MTAS' customer service-based initiatives such as the new learning management system, and does an exceptional job marketing MTAS. ■

Get to know ...

THE UNIVERSITY of TENNESSEE COUNTY TECHNICAL ASSISTANCE SERVICE



Robin Roberts

Robin Roberts, manager of field services, has been with CTAS since March 1995. In addition to coordinating the CTAS field and support

staff, Roberts assists with the financial management of the organization.

He is a graduate of Louisiana State University at Shreveport, with a bachelor's degree in accounting. Prior to joining CTAS, he was director of accounts and budgets for Lawrence County. He is a licensed certified public accountant with membership in the Tennessee Society of Certified Public Accountants, American Institute of Certified Public Accountants, Government Finance Officers Association and the Tennessee Government Finance Officers Association.

Roberts and his wife Cindy have been married for 35 years and have four children and two grandchildren. Cindy is a librarian for Laverne primary school in Rutherford County. Together they enjoy working on service projects through their church and taking family vacations with all of their children and grandchildren. ■



Sharon Rollins

MTAS Employee Joins Board of Trustees Committee

Sharon Rollins, technical consulting program manager with the Municipal Technical Advisory Service, is the new Institute for Public Service (IPS) representative to the Research, Outreach and Economic Development committee of the UT Board of Trustees. The committee oversees programs that extend the university's scientific, technological and educational expertise to communities, counties and organizations in Tennessee and around the world. The committee's general responsibilities are to monitor the effectiveness of the university's research, outreach and economic development programs.

Chuck Shoopman of IPS and Romeo Morrissey of the Law Enforcement Innovation Center have served on the committee for the past two years. ■

Nearly 200 Attend Elected Officials Academy in East, Middle and West Tennessee

Almost 200 elected municipal officials gave up their personal time to learn more about municipal government and how to be more effective in their official duties. There were 10 Level I Elected Official Academy (EOA) sessions and three Level II sessions. UT MTAS hosted the sessions in Lake County, Crossville, Fayetteville, Jackson, Nashville, Johnson City, Morristown, Lawrenceburg, Gordonsville, Etowah, Anderson County, White Bluff and Knoxville.

Each year, MTAS sponsors the academy and MTAS consultants facilitate each session. Each consultant is an expert in his or her respective field and offers years of experience related to the material. In order to graduate from the academy, participants must complete 10 hours under Level I and 16 hours under Level II. The academy uses both Continuing Education Units-approved curriculum and networking to provide participants better insight into the daily operations of municipal government and instruction in leading communities more effectively and efficiently.

This year, economic and community development and ethics were incorporated into Level I. ■

A Quick Fact on Lighting

... energy tips from IPS environmental consultants

Headache, stress, fatigue and worker error all generally increase with the common over-illumination present in many workplace settings.

*Cambridge Handbook of Psychology,
Health and Medicine, 1997*



Jim Slizewski



Bill Wiley



Kim Arms



Gary West



Pat Hardy



Steve Austin



John Chlarson

Staff Applause

TO: JIM SLIZEWSKI, CIS

BILL WILEY, CIS

Wanted to let you know y'all are doing a great job with Safeguard Robotics. The client, Bruce Chaffins, said he is tickled pink ... this is turning into a great success story for all of us.

Sam Hart, Knox County Chamber of Commerce



TO: KIM ARMS, CIS

Thank you for organizing the SBIR workshops. As a newcomer, I learned a great deal, and I appreciate the opportunity. I've heard a lot about the speakers and am glad UT CIS was able to bring them to our region.

David Page, Third Dimension Technologies, LLC



TO: GARY WEST, MTAS

PAT HARDY, MTAS

Thank you for your recent coordination of the Gatlinburg assessment panel for the fire chief position. Your efforts in this process were invaluable and greatly appreciated.

Cindy Cameron Ogle, City of Gatlinburg



TO: MARY JINKS, IPS

Thank you and your staff for coordinating the Tennessee Government Executive Institute (TGEI) 25th anniversary celebration at the home of President and Mrs. John Petersen. The program was meaningful and stood as a testament to the 25 years of networking and leadership relationships. It was an exquisite evening, which I believe will be remembered for many years to come.

Deborah Story, Commissioner, Department of Human Resources



TO: STEVE AUSTIN, CTAS

On behalf of the Tennessee Clerks of Court Conference and the Administrative Office of the Courts, I would like to extend my sincere thanks to you for your participation in the annual seminar. The Salary Suits and Ethics and More for County Officials programs were well received, and I appreciate your taking the time out of your schedule to be with us.

Wendy Borthwick, Supreme Court of Tennessee



TO: LEIC

Please allow us to take this opportunity to thank you for providing the 40-hour course in bloodstain patterns analysis to the law enforcement community of Berks County. More than two dozen law enforcement officers participated and successfully completed the course. The forensic knowledge they gained from this course will undoubtedly be a useful tool to add to their arsenal of investigative knowledge. It is the goal of our office to continue to sponsor quality training to the law enforcement officers in Berks and neighboring counties to ensure successful investigations and prosecutions.

John T. Adams, Berks County (Pennsylvania) District Attorney's Office



TO: JOHN CHLARSON, MTAS

Thanks for the information on meter reading. I am sure it will be helpful.

Bill Kilp, City of Collierville



TO: MIKE GARLAND, CTAS

Whenever you drive down the road and see a turtle sitting on a fence post, you know it had help getting there. Well, I am just that turtle, and CTAS helped me get there. You and your staff have made my settling-in process effortless. I have never seen such a can-do attitude. Attitudes like that start only at the top. From information technology and continuing education to legal and legislative services, to convention services, CTAS truly is one-stop shopping. I look forward to working with you and your staff in the coming months, especially as we approach the convening of the 106th General Assembly. My folks already have a number of issues they want addressed on the hill. I will be seeking advice and guidance as these issues unfold.

Jay West, County Officials Association of Tennessee



SERVICE ANNIVERSARIES

Doug Brown, MTAS	2 years
Kasey Draney, IPS CO	6 years
Mandy Johnson, LEIC	3 years
Hannah Kraemer, MTAS	2 years
Judie Martin, IPS CO	4 years
Gregg McAlister, LEIC	1 year
Paul Middlebrooks, CIS	22 years
Ann Mitchell, CIS	8 years
Earl Pomeroy, CIS	1 year
Bob Schettler, CTAS	23 years
Bill Wiley, CIS	18 years

RECRUITMENTS

- ◆ **CTAS**
Environmental Consultant, Cookeville
- ◆ **LEIC**
Coordinator, Nashville
- ◆ **MTAS**
Administrative Specialist, Knoxville

DEPARTURES

- ◆ **IPS CO**
Tom Looney, Development Director
- ◆ **MTAS**
Randy Gustafson, Research Specialist

IPS November Calendar of Events

◆ CIS

- Nov. 3-7 40-Hour Site Worker, Gatlinburg
- Nov. 4 Leadership Training for Metro Ready Mix Management, Nashville
- Nov. 4 Ergonomic Basics, Knoxville
- Nov. 11-12 OSHA 10-Hour General Industry, Jackson
- Nov. 18-21 Clandestine Methamphetamine Lab Decontamination, Nashville

◆ CTAS

- Nov. 5 Emotional Intelligence Workshop, Franklin
- Nov. 13 Emotional Intelligence Workshop, Knoxville
- Nov. 18 Emotional Intelligence Workshop, Jackson
- Nov. 19 Tennessee Association of School Business Officials (TASBO) Conference, Chattanooga

◆ Leadership Programs

- Nov. 12-14 LGLP, Knoxville
- Nov. 20 TELA Forum, Nashville

◆ LEIC

- Nov. 3-7 SECLA, Chattanooga
- Nov. 5-7 T4, New York City
- Nov. 6 Life Skills Training, Kingsport
- Nov. 7 Life Skills Training, Oak Ridge
- Nov. 10-14 Advanced Cybercrime Investigation, Nashville
- Nov. 10-14 Basic Gang Investigation, Murfreesboro
- Nov. 12-14 T4, New York City
- Nov. 14 NFA Graduation
- Nov. 18-20 T4, New Jersey
- Nov. 20 Life Skills Training, Murfreesboro

◆ MTAS

- Nov. 3 Municipal Court Clerk Class, Collegedale
- Nov. 4 Risk Management and Safe Workplace Environment, Chattanooga
- Nov. 5 Municipal Court Clerk Class, Knoxville
- Nov. 5 Risk Management and Safe Workplace Environment, Kingsport
- Nov. 5-6 Ethics in Government, Chattanooga
- Nov. 5-6 Workplace Harassment and Workplace Violence, Johnson City
- Nov. 6 Municipal Court Clerk Class, Johnson City
- Nov. 7 Communicating, Coaching and Counseling, Livingston
- Nov. 12 Municipal Court Clerk Class, Jackson
- Nov. 12-13 Human Resource Overview, Johnson City
- Nov. 13 Municipal Court Clerk Class, Bartlett
- Nov. 18 Making Effective Decisions, Maryville
- Nov. 19 Planning and Organizing, Collierville
- Nov. 19 Municipal Court Clerk Class, Smyrna

HOLIDAY REMINDER

Thursday, Nov. 27 – Thanksgiving

Friday, Nov. 28 – Administrative Closing

the EXCHANGE

DR. JOHN PETERSEN
President

HANK DYE
Vice President
for Public and Government Relations

DR. MARY H. JINKS
Vice President
of Public Service

The EXCHANGE is a newsletter
of The University of Tennessee
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Jackson's Annual Pumpkin Display

UT employees in Jackson get to enjoy the annual pumpkin display at the West Tennessee Research and Education Center. Horticulturist and Research Associate Jason Reeves creates the display, which is open to the public through Thanksgiving.



The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the university.
The university does not discriminate on the basis of race, sex, or disability in its education programs and activities pursuant to the requirements of Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990.
Inquiries and charges of violation concerning Title VI, Title IX, Section 504, ADA or the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Office of Equity and Diversity (OED), 1840 Melrose Avenue, Knoxville, TN 37996-3560, telephone (865) 974-2498 (V/TTY available) or 974-2440. Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.